

Tenant Charter Report 2019



Henderson Street, Thurso, Caithness



Ross Crescent, Milton, Kildary, Ross-shire

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Welcome to our Tenant Charter report for 2018 / 19. This report is a requirement of the Scottish Social Housing Charter which sets the standards and outcomes that all Housing Associations should aim to achieve. The style, layout, and content of this report were decided by Tenants, and we hope that you find it interesting and informative.

We have chosen to compare our satisfaction rates with those of Grampian Housing Association and the Scottish average, where possible.

We would like to say **THANK YOU VERY MUCH** to all of the Tenants who have been involved with designing this report, we are extremely grateful for your help.

If you would like to be involved in designing the Tenant Charter report for 2020, or you have any comments to make, or require more information, then please get in touch with Anne Mackay on 01349 855976 or anne.mackay@albynhousing.org.uk

I am pleased to introduce Albyn Group's Tenant Charter Report for 2019. I would like to begin by thanking the tenants who were involved in the production of this report. Our work covers a wide range of activities and it takes considerable time and effort to review and comment on the quality of our services.

The scrutiny of our performance by our tenants is important so that we can learn what is and is not working for you. In the past year, we have clearly performed well in areas of reactive repairs by meeting or exceeding the Scottish average and the development of 165 new houses to rent. We also perform exceptionally well in terms of re-letting with an average re-let timescale of 9.5 days compared with 30 days for Grampian and 32 days for the Scottish Average. However, there are some areas that need improvement.

Specifically, levels of customer satisfaction appear to be lower than Grampian Housing (the comparator chosen by our tenants) with 78.5% of the tenants who took part in the Customer satisfaction survey feeling that we were good at keeping you informed about our services and outcomes, compared to the Scottish average of 91.6%, and to Grampian Housing Association's 86%. This is a significant area for improvement for us and although there are differences in the way that housing associations measure satisfaction, it is important that we take steps to address this.

One of the significant pieces of work we will be undertaking in 2020 and beyond includes the upgrading of our housing management system. We currently use a system called Universal Housing and over the next 18 months, we will transition to a new system known as Civica Housing Cx. This is a web-based housing management system. It is mobile and works on any device, anywhere, meaning that you will be able to have web access to your account anytime. The new system should help us to manage more efficiently and effectively your requests, tenancies, rents, service charges, repairs and voids. There will be more information on this new system in spring 2020 and of course, this time next year, we will be seeking your contributions to the pilot of the new system before it is launched for all tenants.

To help us prepare for the new housing management system, you can expect our housing officers to ask you about updating your contact details and preferred communication methods.

Other developments in 2020 include developing a more robust approach to understanding equality and diversity matters for our tenants and the impact of our policies and procedures on different groups and individuals.

Lastly, as I am still new in post, I am working my way through meeting as many tenants as possible. If you or a group you are involved in would like to meet me, please drop me a line on lisa@albynhousing.org.uk or call 0300 323 0990

Best wishes.

Lisa

Lisa Buchanan
Albyn Group's Chief Executive Officer

Outcome 1: Equalities

At Albyn Housing we are committed to making sure we promote equality and respect diversity.

The definition we use for equality is:

‘preventing, removing or limiting discrimination between anybody because of their sex, marital status (whether they are married or single), race, disability, age, sexuality, language, social position or any other personal qualities, including their beliefs or opinions.’

The definition we use for diversity is:

‘recognising and valuing the fact that society is made up of many different groups with different interests, skills, talents and needs.’

We are committed to:

- making equality a normal part of our business;
- doing more than the law says we have to do; and
- being responsible for our success and for our failures.

The full statement can be seen on our website www.albynhousing.org.uk/

This means that we are promising to always do our best to find out what our customers' individual needs are, and understand how we can meet them. We have to make sure that the information we provide about your tenancy and our services is easy to understand and obtain, and that it is easy for you to get in touch. To do this we:

- can provide written information in large print, braille, on coloured paper, etc.
- can offer the services of a translator, or interpreter
- can provide a British sign language interpreter

We are aware that many of our customers do not have access to the internet in their homes, so are unable to take advantage of the many savings that can be made online, e.g. lower electricity costs, or access to Government services such as Universal Credit. In order to help our customers who are in this position, we have installed 2 internet 'kiosks' in both of our offices. We know that this won't help our tenants in the more remote areas, but we hope that it is of benefit to those that can travel to the offices. If you live in the more remote parts of the area, and need this type of help, then please let us know.

In the past year, we received three 1st stage complaints, and two 2nd stage complaints about Equality issues, and only one of the 1st stage complaints was not dealt with in the correct timescale. In future, all policy reviews will include an Equality Impact Assessment to ensure that we take into account the needs of all of our customers.

We ensure that new and adapted properties meet the needs of our customers, and last year we completed 120 medical adaptations. The average time to complete an approved application was 50 days. This compares to 47 days for Grampian HA, but given the difference in the geographical area we cover, we appear to be doing very well.

If any member of your household has a physical disability or an ongoing medical problem that makes living in your property difficult, we will try to help you:

- For small/minor adaptations such as grab rails, contact us and we will arrange to have these installed (subject to suitability and available funding)
- For larger/major adaptations such as showers, we will need the recommendation of an Occupational Therapist, or other suitably qualified specialist, who will visit you at your home to assess the difficulties that you are experiencing.

Once they have completed their assessment, they will provide us with a written report outlining their recommendations along with a priority for the work to be completed.

We will work out the cost of the work. If we have the funding available, we will arrange for the work to be carried out.

If we do not have enough funding, we will hold the recommendation until further money is available. If this wait is too long you may be able to pay for the work yourself. You must have our written permission to carry out any alterations to your home.

If you think that you require an adaptation, please contact Customer Services.

Outcome 2: Communication

You are able to communicate with us in the following ways:

- By telephone
- Calling at our offices
- Email
- Facebook & Twitter
- When staff are out and about in your community
- Internet kiosks – in the Reception area of both offices

We communicate with you in the following ways:

- 'Newsview' newsletter twice a year
- Electronic Calendar on the website
- Our website albynhousing.org.uk
- email
- Facebook & Twitter
- Tenant handbook
- By letter or phone calls
- Visits to your home

Customers who felt satisfied that we were good at keeping them informed about our services and outcomes:

Albyn Housing Society Ltd	78.5%
Grampian Housing Association	86%
Scottish average	91.6%

Information, Participation & Feedback

We would like to take this opportunity to apologise for the lack of opportunity to participate in decision making during last year, but are very pleased to advise that we now have a new Policy Officer in post, and we have begun to review our policies and procedures again. Since February we have completed a Customer satisfaction survey, a Gas safety policy consultation (with all tenants who receive a gas supply), reviewed the Voids Management policy, and obtained your views about the information in this report.

Many of you will have received texts, asking for you to take part in these surveys, and we would like to say a huge thank you to everyone who has taken the time to either complete the survey or has let us know that they would prefer to participate by post. We hope to improve the way that we carry out these text surveys, and would be really grateful if you could contact us if you have a new mobile number. The more customers we can reach by text, the more money we save. However, we will still continue to post out consultation papers to any customer for whom we do not have a mobile phone number or who has asked for a paper copy.

We will continue to post feedback from our consultations and changes in policies and procedures on our website, facebook page, and in our Newsletters.

Thank you very much to everyone who indicated that they would like to get more involved with Albyn – we will be in touch soon to find out what sort of topics you are interested in and what type of method of involvement you would prefer. If you haven't already told us, then please get in touch, we look forward to hearing from you.


Outcome 3: Participation

You can be involved with us as much or a little as you like. If you don't want to be involved, that's fine, but our aim is to make sure that anyone from our communities who would like to have a say about what we do and how we do it can do so when they want to.

We have developed a number of ways for you to participate. These include the following.

- Becoming a member of Albyn Housing Society by paying a one-off charge of £1. If you want to become a member of Albyn Housing Society Ltd phone the Corporate Office on 01349 852978 or send an email to corporate@albynhousing.org.uk
- Joining / starting up a tenants' or residents' groups – there are only a few of these at present, but please get in touch if you need information about existing groups or if you would like to start up a group.
- Joining / starting up a registered tenant organisations (RTO) – at present we only have one RTO, the Milton Albyn Forum, based in Milton, Kildary. An RTO is an independent organisation which represent tenants' housing and related interests.

Continued over

- Attending meetings – we have a number of tenants involved on a regular basis (Board of Management, Customer Involvement Strategy Monitoring Group, Tenant Charter report group), and then more occasionally at events such as the Annual General Meeting, Drop-in clinics, or focus groups
- Registering an interest in a particular issue – if there is something that you are interested in then please let us know. We can then get in touch when that subject is being consulted / reviewed. This way you can influence the decisions that Albyn make.
- Filling in questionnaires – we believe that every tenant should have the opportunity to have their say in how Albyn is run, and how your services are delivered. We ensure this by sending a questionnaire to every one of our tenants whenever we are proposing to make any changes to a policy which affects the management of your home. It's up to you to respond and influence our decision making, so please complete the questionnaire we send out by text, email or by post.
- Taking part in our Customer satisfaction surveys – in 2019 we completed our Customer Satisfaction Survey with all tenants who we had a mobile phone number, or email address for. We know that this excluded some tenants from having their say, and are really sorry that this happened. We intend to carry out another all-tenant survey in Spring 2020 and will do this using text, email and post so please take part – it's the only way we know what's right or wrong, and how we can help.
- Joining our Editorial group – this online group of tenants help us to improve the way we communicate with you.
- On Facebook www.facebook.com/albynhousing 

For more details, phone our Community Involvement Team on 01349 855976

Customers satisfied with the opportunities given to them to participate in our decision making processes

Albyn Housing Society Ltd	66.7%
Grampian Housing Association	87.4%
Scottish average	86.5%

How we will improve this:

We will be reviewing our Customer Involvement Strategy in the New Year, and will be consulting with all tenants to ensure that we provide a variety of ways for you to get involved, and that this is done in ways which you are comfortable with. We will also look at how we communicate this to you, and make sure that every tenant has the information and support to influence the decision making process in Albyn Housing

Outcome 4: Quality of Housing

Scottish Housing Quality Standard (SHQS)

This year **88.52%** of our homes met the SHQS. This was an improvement on the **86.67%** reported last year.

Albyn Housing Society Ltd	88.52%
Grampian Housing Association	93.8%
Scottish average	94.1%

The properties which fail against SHQS are properties with small kitchens - the standard is a one size standard in terms of storage and for some properties - small flats in particular, providing the storage to meet the standard is challenging. We do what we can at kitchen upgrade time but to allow for white goods and tenants choice we can't always achieve it.

Energy Efficiency Standard for Social Housing (EESH)

16% of our properties fail against the EESH standard and 372 properties are exempt from the standard - these are properties where to bring them to the standard is uneconomical due to the construction type. In general they don't fail significantly against the standard.

Energy efficiency is given a high priority in our improvement programme and we aim to reach the standard whenever we upgrade heating systems.

Homes did not meet the standards because they were not energy efficient, or the kitchens did not have adequate food storage space. Some of these failures are because the current tenant in the home refused the proposed upgrade.

Outcome 5: Repairs, maintenance & improvements

In the past year, we have made the following **Improvements** to our homes:

Replacement Type	2018	2019
	£	£
Energy Efficiency Measures	1,104,000	1,066,000
Window and Door Replacements	650,000	676,000
Kitchen Replacements	121,000	152,000
Bathroom Replacements	1000	240,000
Individual Property Upgrades and Other Costs	175,000	81,000
Total	2,051,000	2,215,000

A tenant in one of our older, one bedroom flats in Inverness is delighted with his replacement gas hot water/heating system. He is now saving at least £5 per week, and is looking forward to this winter now that he can afford to heat his home without the worry of an unaffordable gas bill.

In the past year, we have carried out the following **Reactive repairs** to our homes:

Category	Performance Measure	Target	2018	2019
Emergency	Average time to complete	8 hours	3.4 hours	Albyn Housing Society 3.6 hours Scottish average 3.6 hours Grampian Housing Association 3.0 hours
Non-emergency	Average time to complete	10 days	4.6 days	Albyn Housing Society 5.3 days Scottish average 6.6 days Grampian Housing Association 7.7 days
Right first time			88.90%	Albyn Housing Society 91.1% Scottish average 92.5% Grampian Housing Association 91.1%

Customers who were very satisfied or fairly satisfied with the repair service they received

Albyn Housing Society Ltd	87.8%
Grampian Housing Association	87.7%
Scottish average	91.7%

Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Anti-social behaviour

Category 1 – These are the most serious complaints, where there is clear evidence that anti-social behaviour has taken place that directly affects other people. This also includes criminal activity.

Category 2 – These are more routine complaints, where there is deliberate attempt to cause disturbance or annoyance

Type	2018	2019
Category 1	47	41
Category 2	100	80
Total	147	121

These figures show that the level of anti-social behaviour has fallen in both categories.

In the past year we have had to evict 6 tenants, but all of these were due to non-payment of rent, none were due to anti-social behaviour

Anti-social behaviour is any behaviour by residents, members of their household and visitors which causes an annoyance, nuisance or disturbance to anyone else in the area. We believe that residents are responsible for the behaviour of every person (including children) living in or visiting their home.

Tenants satisfied with our management of the neighbourhood they live in:

Albyn Housing Society Ltd	74.09%
Grampian Housing Association	70.63%

We noted that there were a high number of comments about Estate Management in our recent Customer satisfaction survey, but these were mainly to do with roads and pot-holes, wheelie bins, etc. Some of these may be the responsibility of the Highland Council, so if you are having any issues like this, then please report it to our Customer Services team, and we will try to advise who to contact.

If you have any ideas on how to improve the area you live in, then please get in touch with our Communities team. We are keen to hear from tenants who want to work with us to make a difference.

We have a small **Community Fund** which pays out small grants to constituted local groups to help purchase things like, meals on wheels equipment, football strips for Primary school children, or to help with costs to run educational trips etc. Application forms are on our website.

Outcome 7, 8, 9: Housing options

Highland Residential – Mid-Market Rent

At Highland Residential we offer individuals on low to moderate incomes the opportunity to own or rent a home that meets their requirements. Please see below the housing options we can offer you:

Mid-Market Rent

If you're looking to rent but struggling to find an affordable home to rent privately then you might want to consider mid-market rent. Mid-market rent allows you to rent a home at an affordable cost, although rents are higher than what a tenant would normally expect to pay in social housing. Our rent levels are usually set at around 85-100% per cent of the local housing allowance.

We give priority to individuals who are already a local authority / housing association tenant. Thereafter, priority will be given to:

- Those with the longest time spent on the Highland Housing Register
- Those without security of tenure in current accommodation
- Those living with friends or relatives
- Those living in private rented accommodation
- Those with no/low support needs or households where any support needs are being fully met at the time the tenancy is being offered.

If you're interested in applying for mid-market rent email lettings@highlandresidential.co.uk

Highland Residential - LIFT New Supply: Shared Equity

LIFT New Supply: Shared Equity

If you're looking to purchase your first home but can't afford the total cost, you might want to consider LIFT New Supply. LIFT New Supply is funded by the Scottish Government and helps first time buyers purchase a new build home from a council or housing association. All you need to buy a property under this scheme is an equity share of between 60 and 80%. The remaining equity share will be held by the Scottish Government.

We give priority to applications who are already a local authority / housing association tenant. Thereafter priority will be given to:

- Members of the armed forces
- Forces veterans,
- Widows / Widowers
- Partners of service personnel

If you're interested in applying for LIFT New Supply email LIFT@highlandresidential.co.uk

Mutual exchange

If you want to swap homes with another tenant, you can either do this in person, or on-line.

In person:

- Call in to either of our offices to view / advertise on the mutual exchange folders – there are details of tenants who want to swap homes
- look out for other people's adverts in local council housing offices or other housing association offices
- advertise in local papers or on noticeboards in local supermarkets

Online:

- advertise on landlords' websites
- register for free on the website at www.houseexchange.org.uk
- advertise on Facebook, Gumtree, etc

When you find someone who you want to exchange with it is up to you to contact him or her. Visit each others' homes and inspect their home carefully. Make sure you would be happy to move into it the way it is. We will not carry out any decorating or repairs for you, unless there are structural or safety issues.

If you decide that you want to swap homes, you and the other tenant must fill in an Application for Mutual Exchange form. If the other tenant is not our tenant, they will also have to contact their landlord and you will have to fill in a form from that landlord. You cannot go ahead with the swap until both landlords have given their permission in writing.

We may not allow the exchange to go ahead if:

- either of you have rent arrears;
- either of you have not looked after your home;
- either of you have had complaints about behaviour made against you;
- we cannot get a satisfactory reference from the other tenant's landlord.
- if it will result in our property being overcrowded or is much larger than the new tenant need
- if your home is of a special type and the other tenant does not need that particular type of housing.

To get information on mutual exchange please contact Customer Services or our website

We know that that a Mutual Exchange is much easier to organise if you are able to use the internet, email, or text, so if you need help to learn how to do this, then please get in touch – we can help you to get online 😊

Money Advice & Energy Advice service

During 2018/19, 560 social housing tenants engaged with **money and energy advice services** through the Money Matters Highland project.

This includes:

- 408 tenants better equipped to manage their finances
- 408 tenants accessed financial support products
- 152 tenants received support to manage energy efficiently

76% of tenants report a reduction in stress and anxiety or feeling more confident

If you need money or energy advice, or would like support to use the internet safely and save money on household bills, then please call Fiona Munro on 01349 855996 or email to fiona.munro2@albyn-enterprises.co.uk for a referral to Pentland Energy, or the Money advice service in your area

Outcome 10: Access to social housing

In the past year, we had **429** lets. Of these, 47 were by Mutual Exchange - if your home isn't suitable for your needs, then this may be an option for you. Please see the previous page for information on where you can get help.

Our website now has a section which shows where we have housing to rent or to buy. Please get in touch with our Customer Services department if you need advice or information



We manage over 3200 homes for rent or low cost ownership in 70 different communities across the Highlands.

We let our houses to people who are registered on the Highland Housing Register. This single housing list is operated by the six main providers of affordable rented housing in the Highlands (Albyn Housing Society, Cairn, Lochaber, Lochalsh and Skye, and Pentland Housing Associations and The Highland Council).

This process means that people who want to be housed by the Council or any of the housing associations with housing in the Highlands only have to fill in a single Application Form.

You can get an application form from our office or from any of the other Highland Housing Register landlords. Anyone who is age 16 or over may apply for housing by completing a form (though there may restrictions on us accepting your application if you have come to Britain from abroad).

We award points for your application based on your current housing circumstances and needs. When a house becomes available, we will generally allocate it to the person with the highest points who needs to live in the area and size of home available.

The length of time you have to wait will depend not only on your points, but also on the availability of suitable houses in the area you have chosen to live in, and the number of other applicants on the list and their circumstances relative to yours.

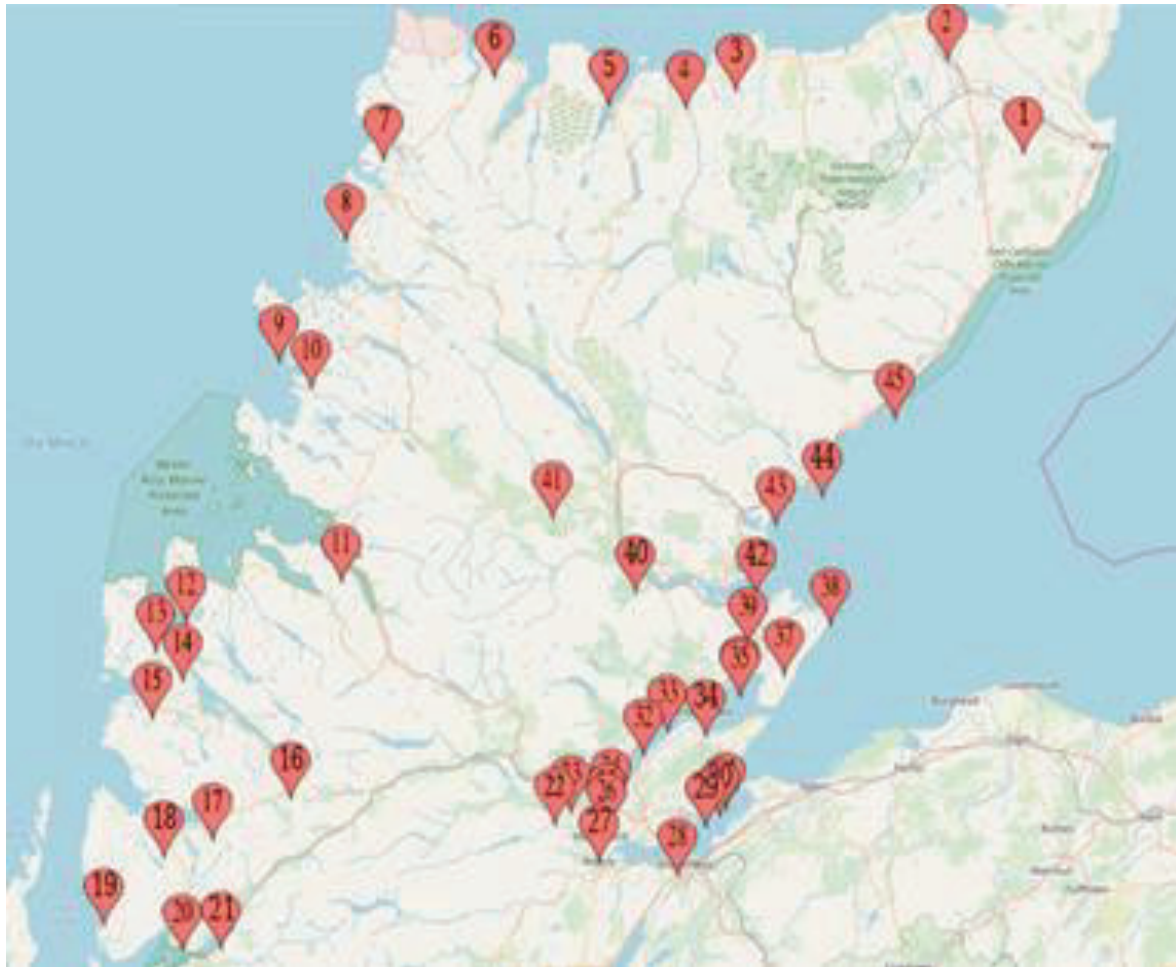
Demand for our houses is highest in the areas immediately around the Moray Firth, especially Inverness and the Black Isle.

If any applicants have any queries regarding the form or the policy rules, please contact our Customer Services in either Invergordon or Inverness for further information or download the Housing Application Guide and the HHR Policy 2014 from our website.

More information is also available on The Highland Council website.



Where we have homes in the Highlands – North area



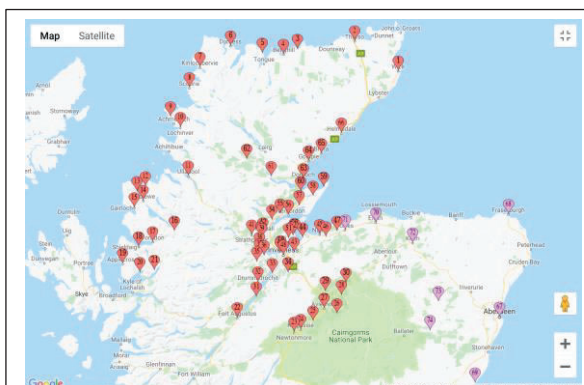
The number in the bracket indicates how many houses we have in the community

1	Wick (62)	16	Kinlochewe (6)	32	Evanton (45)
2	Thurso (45)	17	Torridon (9)	33	Alness (111)
3	Armadale (2)	18	Sheildaig (10)	34	Invergordon (482)
4	Bettyhill (5)	19	Applecross (8)	35	Milton (95)
5	Talmine (6)	20	Kishorn (4)	36	Kildary (1)
6	Durness (8)	21	Lochcarron (15)	37	Fearn (7)
7	Kinlochbervie (7)	22	Muir of Ord (75)	38	Portmahomack (9)
8	Scourie (6)	23	Conon Bridge (64)	39	Tain (174)
9	Stoer (4)	24	Maryburgh (17)	40	Bonar Bridge (2) & Ardgay (2)
10	Lochinver (26)	25	Strathpeffer (29)	41	Rosehall (2)
11	Ullapool (13)	26	Contin (1)	42	Dornoch (42)
12	Aultbea (15)	27	Dingwall (131)	43	Golspie (30)
13	Inverasdale (4)	28	North Kessock (16)	44	Brora (24)
14	Poolewe (21)	29	Avoch (14)	45	Helmsdale (4)
15	Gairloch (14)	30	Fortrose (43)		
		31	Rosemarkie (4)		

Where we have homes in the Highlands – South area



1	Beaulieu (42)	9	Clachnaharry (16)	16	Laggan (6)
2	Kirkhill (19)		& Inverness (696)	17	Kingussie (30)
3	Kiltarlity (37)	10	Smithton (20)	18	KinCraig (14)
4	Drumadrochit (35)	11	Balloch (5)	19	Aviemore (122)
5	Fort Augustus (25)	12	Ardersier (23)	20	Carrbridge (18)
6	Foyers (11)	13	Nairn (230)	21	Glenmore (2)
7	Dores (10)	14	Auldearn (43)	22	Nethy Bridge (37)
8	Inverarnie (11)	15	Dyke (12)	23	Granttown-on-Spey (30)



Red markers – Albyn Housing Society Communities

Purple markers – Grampian Housing Association communities

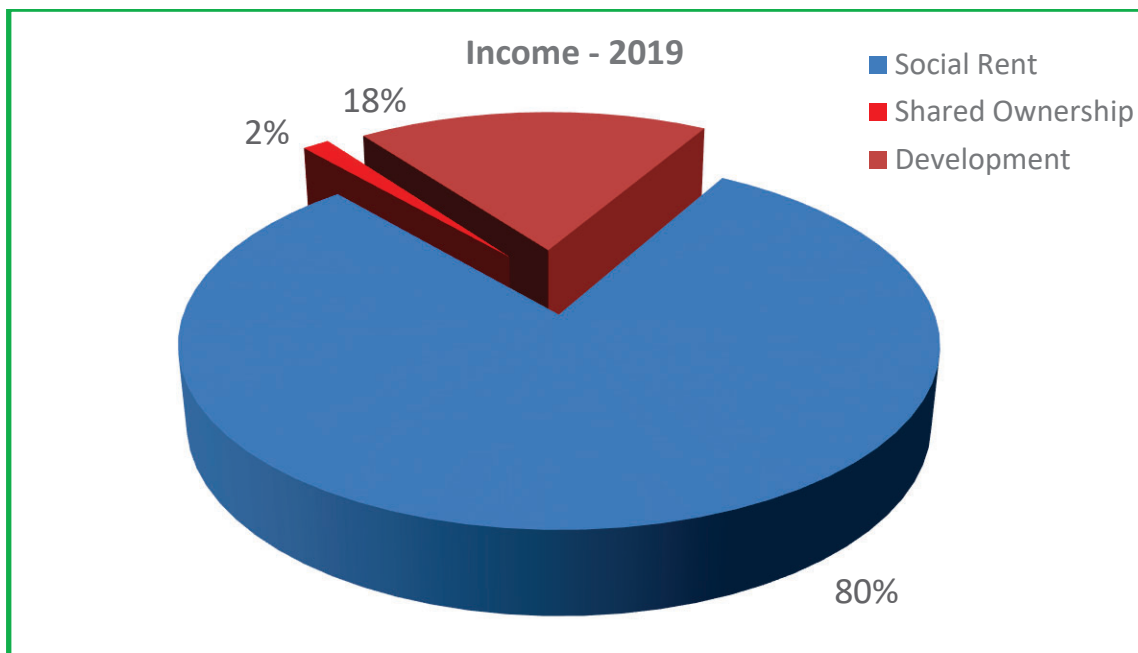
As you can see from the map on the left, Grampian Housing area cover approx. one third of the land mass that Albyn has to cover, with many fewer communities to service .

Both Housing Associations have homes in rural and urban areas, but the distances which our staff, contractors, etc have to travel to ensure that all services are delivered, is vastly different.

We recognise that working digitally will help us to give a better service across such a large area, so please get in touch if you would like us to help you get online 😊

Outcome 11: Tenancy sustainment

Income



Universal Credit

The roll-out of Universal Credit (“UC”) Full Service now impacts on all locations where we have properties. We are continuing to work with the DWP and fellow social landlords to try and get our tenants’ voices heard and minimise the impact all of this is having on their personal lives.

At the end of the year a total of **864** tenants were claiming Universal Credit. It was only **596** last year. This number will grow as UC continues to be rolled out across the customer base in the Highlands.

If you have made a claim for Universal Credit, and you are unable to pay your rent, please get in touch with us immediately as we can only help if we are aware of your circumstances. Please don’t let this escalate to the point where you might be evicted. Some information we hope will help:

- *Communication is extremely important and tenants should tell us immediately when they are invited to make a claim for UC.*
- *Moving to UC can mean an estimated arrears debt of 6 -8 weeks or in some cases longer, so we suggest to tenants that they might try and pay what they can afford e.g. £5.00 per week towards their rent until they build up a safety net of one month’s rent in advance. Or if they don’t want to pay £5.00 per week to try to save £5.00 per week. We know this is a huge ask!*
- *You will need a bank account and access to the internet or a phone with internet connection to create a UC account. Don’t wait, get a bank account organised as soon as you know you will be moving to UC – ask us for help if you don’t know what to do*
- *We have an internet kiosk in both our offices which you can use to set up a UC account. The Job Centre and local libraries have internet access which you can use to make your claim.*

- *We will not have access to the UC account in the same way as we did with Housing Benefit so please update us as things progress / change so as to avoid arrears actions being taken.*
- **We can organise food parcels for gaps in benefits if required.** *If possible, stock up now on food cupboard items and dog food as a preventative measure*
- *Have your Housing Allowance paid direct to you as this method is quicker and means you will have greater control of your income. Let us know if you will struggle doing this as we can offer referrals to Money Advice and CAB.*

If you are struggling to pay your rent then please get in touch with our Customer Services team, it may not be your Housing Services Officer who you will speak to, but all of our staff are there to offer support and advice to help. Please contact us, don't wait.

Inverness 0300 323 0991

Invergordon 0300 323 0990

Outcome 12: Homeless people

Local councils perform their duties on homelessness so that:

- homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

This outcome describes what The Highland Council should achieve by meeting their statutory duties to homeless people.

Outcome 13: Value for money

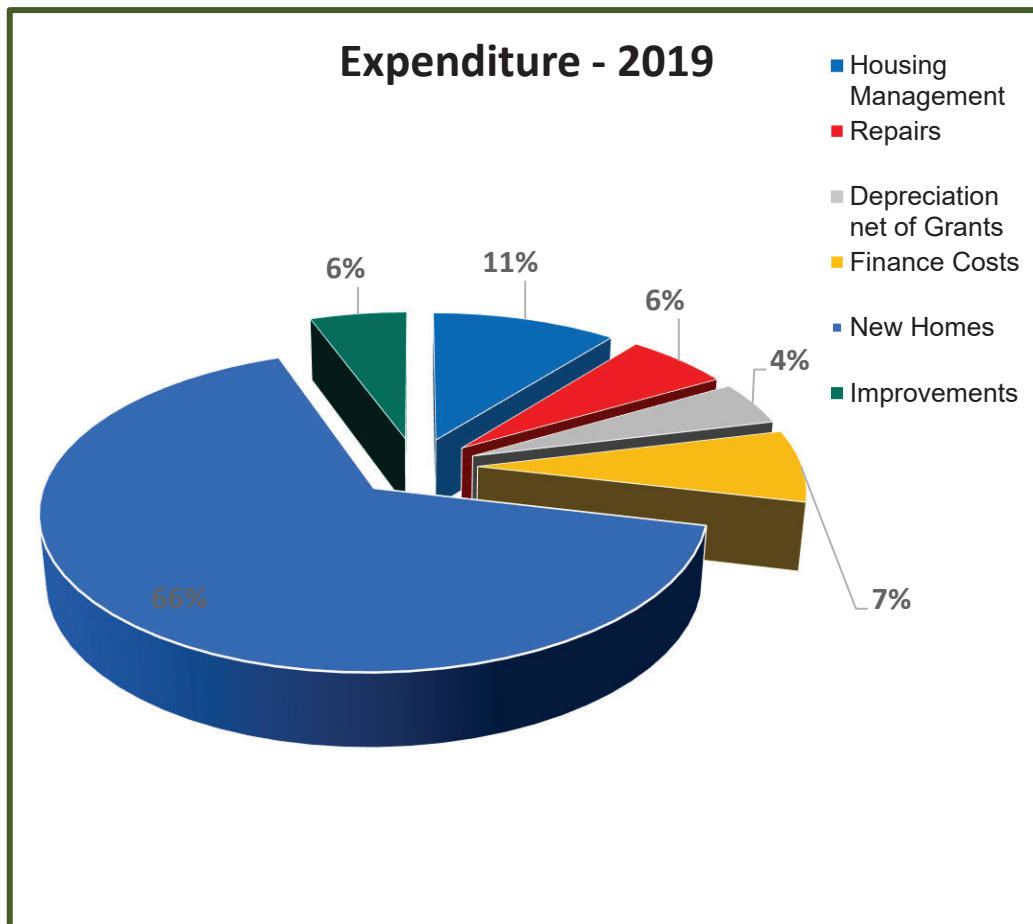
Empty Houses (Voids) & Letting

We have undertaken a process review on the time it takes us to let empty homes. The objective of the review was to house applicants on the waiting list as quickly as possible and to reduce the lost income when a property is empty. With the increase in development activity both within Albyn and our partner organisations in the Highlands, we continued to re-house a large number of families in the year.

Average Days taken to re-let properties	2019
Albyn Housing Society Ltd	9.5 days
Grampian Housing Association	30 days
Scottish average	32 days

We undertook a consultation of the impact of this new management system on both the tenant leaving the property, and the new tenant, and were delighted to learn that it was viewed positively by both.

Outcome 14 & 15: Rent and service charges



Outcome 16: Gypsy / Travellers

Local councils and social landlords with responsibility for managing sites for Gypsy/Travellers should manage the sites so that:

- sites are well maintained and managed, and meet the minimum site standards set in Scottish Government guidance for Gypsy/Traveller sites, and those living on such sites have occupancy agreements that reflect the rights and responsibilities set out in guidance. All the standards and outcomes in the Charter apply to Gypsy/Travellers.

The Highland Council own and manage the sites in our areas, Albyn Housing Society does not have any sites.

INVERGORDON – North Area

Albyn Housing Society Ltd

98 – 104 High Street

Invergordon

IV18 0DL

By phone: Invergordon

0300 323 0990

Our office hours are 9am to 5pm Monday to Friday (except bank holidays or occasional training days)

By email: office@albynhousing.org.uk **Through our website:** www.albynhousing.org.uk

By Facebook: www.facebook.com/albynhousing.org.uk

INVERNESS – South area

Albyn Housing Society Ltd

68 MacLennan Crescent

Inverness

IV3 8DN

By Phone: Inverness

0300 323 0991

Our office hours are 9am to 5pm Monday to Friday (except bank holidays or occasional training days)

By email: office@albynhousing.org.uk **Through our website:** www.albynhousing.org.uk

By Facebook: www.facebook.com/albynhousing.org.uk

Thank you very much for taking the time to read our Tenant Charter report for 2019. The Charter sets out the standards and outcomes that all social landlords should aim to achieve when performing their everyday housing activities and measures how social landlords are meeting the needs of their customers. For more information:
<http://housingcharter.scotland.gov.uk>